

Do you need a ride to your medical appointment?

DSHS/Medical Assistance Has Transportation Services.

DSHS pays for transportation needed to get you to and from needed medical appointments. In some cases, we may be able to help you with:

- Gas vouchers
- Mileage reimbursement
- Public transit
- Private transport
- Volunteer drivers
- Vans (with and without wheelchair lifts)

How Do You Get A Ride?

DSHS Transportation Brokers are found all over the state. To get the phone number of your local Transportation Broker, call your Community Services Office (CSO) or the Medical Assistance Customer Services Center (MACSC) at 1-800-562-3022. Then:

- Call your Transportation Broker and tell them the date and time of your appointment. *Please call at least 2 days before your appointment, if you can, so they can set up your ride.*

Your Transportation Broker will ask you questions and decide the best way to get you to your medical appointment.

If you need to cancel your medical appointment, please call your Transportation Broker as soon as you can so they will know you do not need the ride.

Medical Assistance Administration (MAA) WILL PAY for transportation when:

- You are eligible for DSHS medical benefits
- Service is approved by a Transportation Broker
- Service gives you access to needed medical care covered by your DSHS medical benefits

MAA WILL NOT PAY for transportation when:

- You have other kinds of transportation
- Medical service is not medically necessary

What if you have a problem getting Interpreter or Transportation Services?

If you have problems getting Interpreter or Transportation Services, call the Medical Assistance Customer Services Center (MACSC) at 1-800-562-3022 (TTY/TDD users only 1-800-848-5429). This number is on the back of your monthly DSHS medical ID card.



Do you need someone who speaks your language at your medical appointments?

DSHS/Medical Assistance Offers Interpreter Services.

If you get DSHS medical benefits and a monthly DSHS medical ID card, you are a DSHS Medical Assistance Client. As a client, you are eligible for Interpreter Services if you are having trouble speaking or understanding English.

How Do You Get An Interpreter?

- You and your doctor decide together if an interpreter is needed.
- The medical appointment must be covered by your DSHS benefits.
- Your doctor's office makes sure the interpreter is with you during your appointment.

DSHS interpreters are tested and approved by DSHS. All information about your appointment is private.

If you need to cancel your appointment, please tell your doctor as soon as you can so they can tell the interpreter not to come.

Medical Assistance Administration (MAA) WILL PAY for interpreter services when:

- You are an eligible MAA client
- A DSHS contracted interpreter provides the services
- Interpreter is DSHS certified or qualified
- Your medical service is covered by your DSHS medical benefits

MAA WILL NOT PAY for an interpreter when:

- Interpreter is asked for by someone other than your doctor or the doctor's staff
- Interpreter is a member of your family
- Interpreter is not contracted with or approved by DSHS
- Your medical service is not covered by your MAA program

DSHS/Medical Assistance



Washington State
Department of Social
& Health Services

Interpreter and Transportation services

available
to
you

